

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT III –
Business Continuity and Operations

SALARY GROUP: A13

DEPARTMENT: Information Technology Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Gene P. Whitesides DATE: 06/01/2016

POSITION #: 008244

I. JOB SUMMARY

Performs complex administrative support and technical program assistance work. Work involves disseminating information; maintaining filing systems; and performing administrative support work. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Participates in the planning and execution of administrative projects; coordinates work with other departments of the agency; assists in the development of administrative and technical assistance policies and procedures; and assists in reviewing and seeking solutions to problems.
 - B. Prepares and disseminates information concerning agency programs and procedures; prepares, edits, and distributes correspondence, reports, studies, forms, spreadsheets, charts, graphs, and other documents; and responds to inquiries regarding rules, regulations, policies, and procedures.
 - C. Researches, composes, designs, and edits agency publications to include brochures, forms, and manuals; and develops training materials.
 - D. Performs timekeeping for support staff; maintains filing, record keeping, and records management systems; establishes and maintains department tracking systems; schedules and coordinates meetings and conferences; and makes travel arrangements and prepares related documents.
 - E. Corresponds and meets with vendors regarding product information; and provides information and assistance in the program area.
 - F. Provides assistance answering and routing phone calls, taking messages, and greeting and directing visitors to the appropriate staff.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Human Resources, Business Administration, Public Administration, or a related field preferred. Each year of experience as described below in excess of the required one year may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. One year full-time, wage-earning clerical, secretarial, administrative support, or technical program support experience to include computer operations.
3. Experience in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs preferred.

B. Knowledge and Skills

1. Knowledge of office practices and procedures.
2. Knowledge of business terminology, spelling, punctuation, and grammar.
3. Knowledge of Business Continuity, Disaster Recovery, and Continuity of Operations practices and theories preferred.
4. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
5. Skill to communicate ideas and instructions clearly and concisely.
6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
7. Skill to prepare and maintain complex records and files in an automated system.
8. Skill in the implementation and evaluation of administrative procedures.
9. Skill to interpret and apply rules, regulations, policies, and procedures.
10. Skill in problem-solving techniques.

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11. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

12. Skill to type 45 words per minute (with no more than 10 errors).

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, dolly, telephone, and automobile.